

**REPLY UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
TECHNOLOGY CENTER 2400**

Practitioner's Docket No. 1264

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones

Confirmation No.: 1039

Application No.: 09/477,991

Group No.: 2457

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB
CALL CENTER

**Mail Stop: AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450**

RESPONSE

In response to the final Office action of August 17, 2011, please consider the following remarks. As this response is being submitted within two months of the date of the Final Office Action, the Applicant respectfully contends that the extension of time policy set forth in 37 C.F.R. § 1.136(a) and MPEP § 714.13 pertaining to responses to final rejections applies to this response.